



Princess Nourah Bint
Abdulrahman University
College of Health and Rehabilitation Sciences



Faculty and Staff Complain Guide

Version 2
1445

The process of rising complaints by faculty and staff could be done through two pathways:

1- Direct leader or management

Faculty and staff can make a complaint to their direct manager or leader either verbally or in written.

2- Tawasul Nourah

The Beneficiary Care Center of Princess Nourah bint Abdulrahman University serves as a conduit between PNU and its recipients. It provides several services through its platform, [Tawasul Nourah], such as booking appointments, making inquiries, complaints, suggestions and following up with the appropriate PNU vice rectorates, deanships, and colleges.

Tawasul Nourah is an e-service that allows staff and students to communicate with the university employees and leaders, it allows them to rise a complaint, suggestion, or inquiry. Raised issues are solved and closed by the responsible team in the shortest possible time span. One can also book an appointment with PNU staff by choosing the available time slots and receiving a reply with confirmation or cancellation. More information about the service is available [here](#)

Sub-Committee for the Protection of Rights in the College of Health and Rehabilitation Sciences

- Consider grievances and complaints submitted by college employees
- Verify the causes of complaints and grievances in a neutral and objective manner.
- Maintaining the confidentiality of information to ensure the smooth running of the complaint procedures and preserving the safety of the committee members.
- Documenting complaints and grievances received by the committee according to their topics
- Preparing meeting minutes and a detailed report that includes appropriate recommendations for handling complaints and grievances
- Submitting the minutes of the committee meetings, including the recommendations they contain, to the rector office of the President of the University to take the necessary action according to the rules and regulations.

Approved by: College Council	College Council meeting number: 26.1445H
Date	29 April 2024
College Dean with signature	Dr.Hadeel Alsalih

